

CLIFDEN HOUSE

Dementia Care Centre

STATEMENT OF PURPOSE

- **The Rights of the Service User**
- **Care Themes**
- **The Home and Staff**
- **Service Users**
- **Delivery of Care**
- **Health & Safety**
- **Administration & Complaints**

This document has been written in accordance with the Care Standards Act 2000. Each service user will be given a copy. A copy will also be available on the notice board and in the office at all times. We keep this document under regular review and would welcome comments from service users and others.

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The Rights of the Service User

With over thirty-five years experience in care for older people, we at Clifden House pride ourselves on offering a highly personal and professional care service, focussed on the needs of those with dementia.

We wholeheartedly embrace the opportunity to engage with them in living and enjoying their future days. We will assist them in maintaining and enhancing their health, freedom, individuality and choices at a time when such simple rights may seem harder to grasp than ever.

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide:

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to choose at times to remain alone and undisturbed. We therefore strive to retain as much privacy as possible for our service users in the following ways.

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents' bedroom doors and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

Dignity

Disabilities can quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways.

- Treating each resident as a special and valued individual.
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities which enables each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.
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opportunities to think and act without reference to another person in the following ways.

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A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care.

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Comprehensiveness

We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

Meeting assessed needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.

Quality services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

The Home & Staff

Management and administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

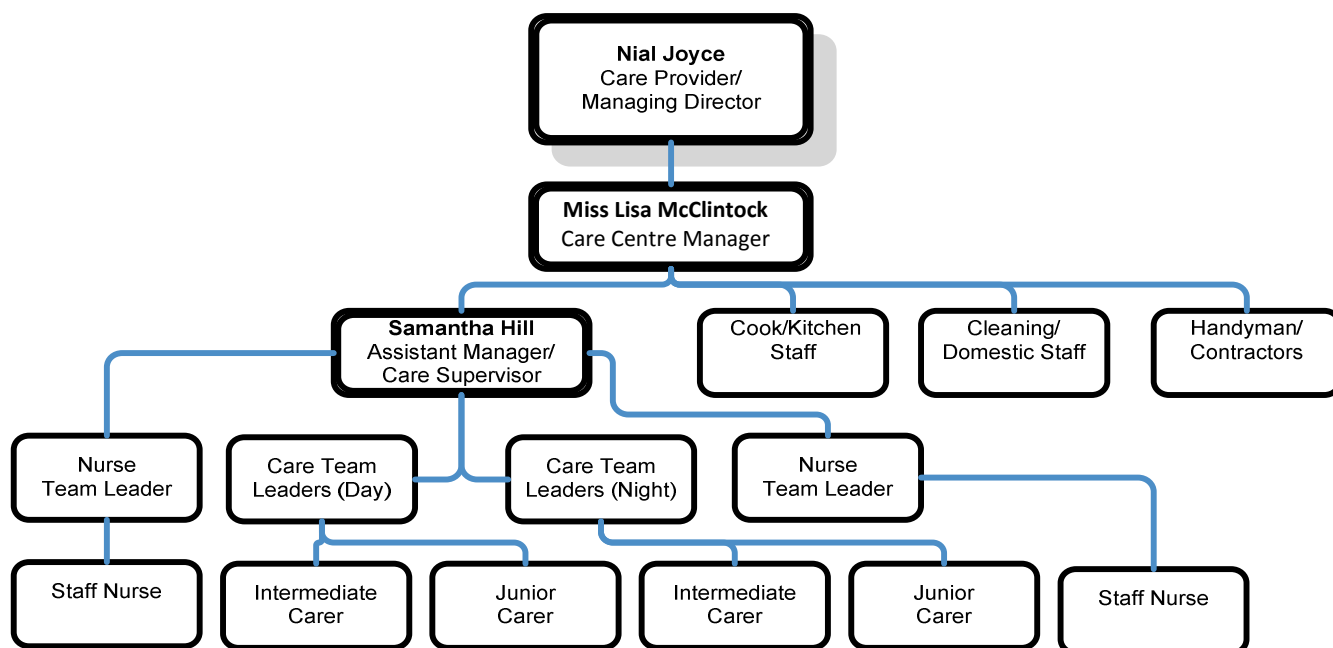
Mr Nial Joyce is officially registered as carrying on the business of the home and can be contacted at Clifden House as below. Mr Joyce is fully competent to act as the responsible individual as required by the care home regulations and meets all the criteria of fitness.

The person officially registered to manage the home is Miss Lisa McClintock, who is in day to day control of the home's operations. Miss McClintock is a registered nurse with a Registered Manager's Award/NVQ4 qualification. She can be contacted as below:

Miss Lisa McClintock
Clifden House Dementia Care Centre
80-88 Claremont Road
Seaford, East Sussex
BN25 2QD

Tel. (01323) 896460 Fax (01323) 896518
E-mail office@clifdenhouse.co.uk
Website www.clifdenhouse.co.uk

The organisational structure of the home



Staffing

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

The home has a care staff establishment made up of seventeen full and part-time carers. Each duty shift is overseen by a care team leader and trained nurse with a minimum of nine carers in all present during the morning, seven carers in the afternoon and five carers on duty at night. These staffing numbers may be reduced when the home has vacant beds.

Staff recruitment, training and supervision accords with the relevant government guidance and with good personnel practice. Staff are selected for their reliability, integrity, skill, friendliness and professionalism and are carefully screened and checked against the current CRB (Criminal Records Bureau) and POVA (Protection of Vulnerable Adults) registers.

In house induction for all staff covers the code of conduct, care tasks and responsibilities, service user confidentiality and rights and health and safety, including food hygiene. All care staff follow the Government recognised 'Skills for Care' induction course. This is delivered by Mrs Sue Tookey, the Home's lecturer. Mrs Tookey is an experienced and qualified college lecturer who divides her time between City College in Brighton and Clifden House.

Clifden House is working towards all care staff holding a minimum of NVQ 2 and several staff are working towards NVQ 3 and 4 in care. Both managers have their NVQ 4/RMA awards. All care staff are appropriately qualified to deliver the highest standards of care. New staff must undertake NVQ training and the home utilises regulated in house training and assessment where possible.

Each resident is allocated a member of the care staff to act as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans of their residents. Their duties include preparing residents and gathering information for their monthly reviews.

The environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following.

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care.
- Arrange for specialist equipment to be available to maximise residents' independence.
- Provide individual accommodation which at least meets the National Minimum Standards.
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Accommodation

The home has forty-two single and five sharing bedrooms across two floors. Rooms are 100% en-suite and all rooms surpass the minimum standards of the Care Standards Act with regard to size and accessibility. Clifden House has four lounges, a conservatory and several dining areas. In addition the home is supplied with toilet and bathing facilities throughout. All areas are centrally heated. Clifden House has been assessed for service user needs by an occupational therapist.

Whilst service users are encouraged to use these facilities, they may choose to remain in their rooms. Smoking is permitted only by residents in a designated smoking area in the home.

The home also includes kitchen, laundry, storage and break areas for the general use of staff alone.

Service Users

Choice of home

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

The home provides long-term care and nursing accommodation for older people 65 years or older diagnosed as suffering from a dementia type illness, most notably Alzheimer's. The home takes up to fifty-two male and female residents. We are also pleased to accept residents for respite and holiday stays.

Admission

Potential service users and representatives are encouraged to visit the home and sample the level of service prior to making a decision with regard to residency. Service users will also receive a visit from a member of the management team prior to admission to assess their suitability for a place at Clifden House. It is vitally important for their care to take place in a home which can fully meet their assessed needs. If, exceptionally, an emergency admission has to be made, we will inform the new resident within forty-eight hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days. A month's trial period is offered in order to ensure that the Home is confident that we can meet the needs of the resident and that the resident, their family and friends are happy for them to stay here.

The range of needs met

The home aims to provide a service for service users with a mild to moderate level of dementia. The home is part registered as a nursing home and does offer nursing care for those assessed residents only. Any registered nurses employed by Clifden House use their skills to train and supervise care staff and to ensure that any care given is to an excellent standard.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service and the fees charged are dependent on the facility and type of care package required as well as the needs of the individual resident.

Depending on their personal financial situation the resident can either pay the fees privately or receive funding benefits arranged by Social Services. The current funding rules can be complex and

specific advice should be sought from social services or independent specialists and organisations such as the NHFA or Age Concern/Help the Aged.

Included in our fees are fully trained staff in twenty-four hour attendance, a warm, comfortable and secure living space with the latest nurse call and fire alarm systems, all meals and accommodation of special diets, personal washing, manicures and a laundry service,

Not included are dry cleaning, personal toiletries and clothing, visits from the hairdresser and chiropodist and phone calls. There is an option for pocket money to be managed for a service user or for certain items to be recharged to their account.

Meals

We provide a welcoming environment in our dining rooms and ensure that meals are pleasant, unhurried occasions providing opportunities for social interaction as well as nourishment. Meals can also be served in residents' own rooms if desired.

Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals and we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

Smoking and Alcohol

The home has a designated smoking area and service users wishing to drink or smoke may require to be supervised.

Arrangements for religious observances

Residents may attend religious services either within or outside the home as they wish. Anglican Communion is held regularly. For services outside the home the resident should where possible arrange for transport and accompaniment with friend or relative. If this is not possible, care staff may accompany residents on specific occasions if staffing levels permit.

Social activities and leisure interests

We attempt to make it possible for our residents to live their lives as fully as possible. In order to facilitate this we will:

- Instigate programmes of activities designed to encourage mental stimulus, self esteem and social interaction with other residents.
- Encourage potential residents to share information about their social, cultural and leisure interests.
- Help residents continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
- Hold musical afternoons, craft sessions, Easter and Christmas parties, entertainers and outings to local landmarks.
- Enable staff to engage in conversation, walks, games, dances and activities.
- We hope that friendships among residents will develop and that residents will enjoy being

part of a community, but there is no compulsion on a resident to join in any of the communal social activities.

The gardens at Clifden House have wheelchair accessible routes and seated areas.

Contact with relatives, friends and representatives

Resident's family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.
- The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the Person in Charge who will, if necessary, inform the visitors of the resident's wishes.

Visitors are asked to let the person in charge know of their arrival or departure from the home. For security and fire safety reasons the visitor's book must be signed on each occasion.

Delivery of Care

Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Service user plan of care

At the time of a new resident's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim

to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

Once a month, we formally review each service user's plan, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process. Family and representatives are encouraged to participate in the resident's daily routine and care plans as far as is practicable and are also encouraged to make their wishes about care known and are welcome to chat with a member of the Care staff if they have any concerns.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following.

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

Medication

All medication is dispensed by the staff. This is purely a health and safety precaution. Whilst some residents may be able to dispense their own medication safely, other residents may walk into their room and ingest it by mistake. As we do not lock rooms and restrict resident access to their rooms, medication is securely locked away in a clinical room for safety and dispensed by staff. Medication is prescribed by a GP and supplied to the Home by a local pharmacist. All residents are welcome to request a visit by their GP in private any time they wish.

Monitoring and Quality

Attention to detail is pivotal to everything we do and Clifden House operates quality systems which monitor all the home's services and procedures. An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and the service we provide.

We consult residents as fully as possible about all aspects of the operation of the home and the care provided. In particular we obtain feedback from questionnaires, individual and group discussions and evidence from records and life plans. Our objective is always to make the process

of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Bereavement

In the unfortunate event of bereavement family, friends and representatives can expect every possible support from staff.

Arrangements are usually made by the next of kin but home staff can be relied on to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the home then the requisite notice must be given. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment,) the bed is retained and recharged until released by the client. Please speak to the manager for specific details.

Health & Safety

Fire Safety

- The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.
- The home has a modern Fire Alarm System fitted, with exit and emergency notices displayed at strategic points throughout the home as advised by the local Fire Department.
- Staff are instructed during induction training on fire prevention and on fire alarm procedures. Clients are informed of emergency procedures on admission.
- Fire alarms and emergency lighting are tested weekly by staff and quarterly by a qualified engineer
- Fire fighting equipment are tested annually by a qualified fire engineer.
- Where possible furniture, fixtures and fittings must be made of fire-retardant fabrics and materials.
- copies of the home's fire safety policy and procedures are available on request.

Administration & Complaints

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the

matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task. The complainant will then be supplied with a copy of the home's complaints procedure which should enable them to fully action their complaint.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with CSCI.

Family Group

The Home runs and supports a family support group which meets every four to six weeks. This enables people to air their views and to share concerns with people in similar situations to themselves. Living with Alzheimer's or dementia is distressing and they are encouraged to discuss their feelings. We aim to provide as much help as possible to enable them to maintain a good relationship with their relative or friend.

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Management and administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following.

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

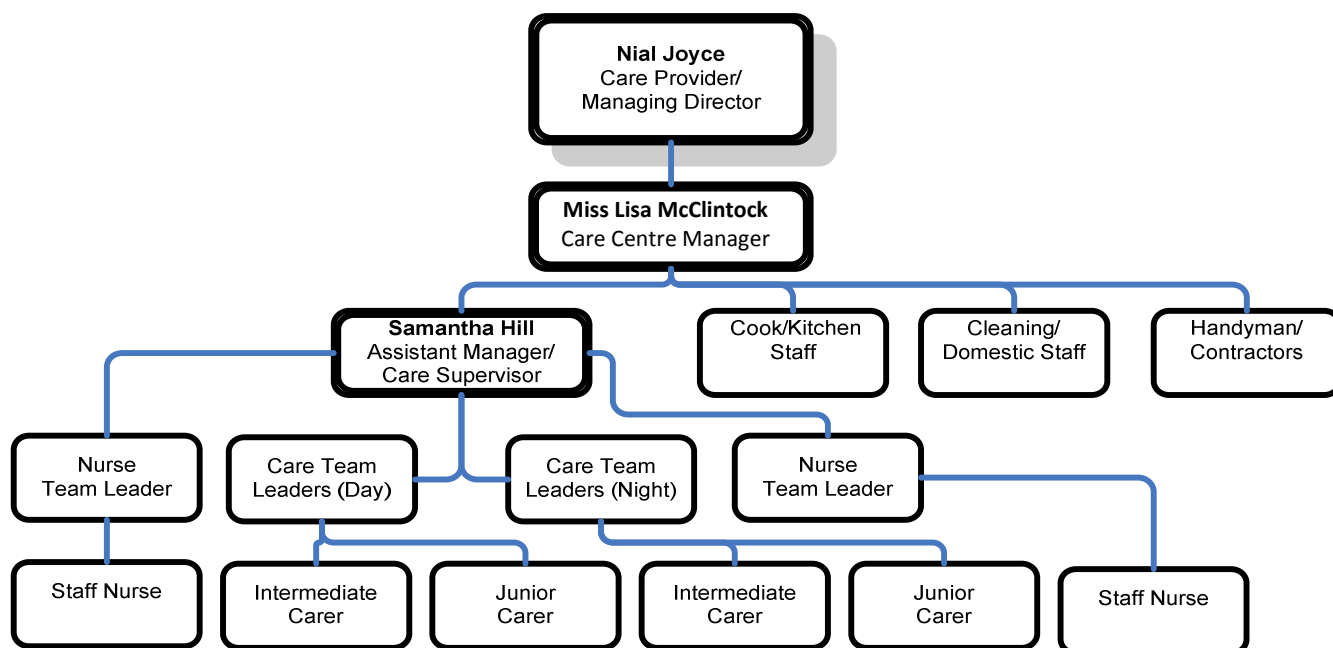
Mr Nial Joyce is officially registered as carrying on the business of the home and can be contacted at Clifden House as below. Mr Joyce is fully competent to act as the responsible individual as required by the care home regulations and meets all the criteria of fitness.

The person officially registered to manage the home is Miss Lisa McClintock, who is in day to day control of the home's operations. Miss McClintock is a registered nurse with a Registered Manager's Award/NVQ4 qualification. She can be contacted as below:

Miss Lisa McClintock
 Clifden House Dementia Care Centre
 80-88 Claremont Road
 Seaford, East Sussex
 BN25 2QD

Tel. (01323) 896460 Fax (01323) 896518
 E-mail office@clifdenhouse.co.uk
 Website www.clifdenhouse.co.uk

The organisational structure of the home



Staffing

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following.

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

The home has a care staff establishment made up of seventeen full and part-time carers. Each duty shift is overseen by a care team leader and trained nurse with a minimum of nine carers in all present during the morning, seven carers in the afternoon and five carers on duty at night. These staffing numbers may be reduced when the home has vacant beds.

Staff recruitment, training and supervision accords with the relevant government guidance and with good personnel practice. Staff are selected for their reliability, integrity, skill, friendliness and professionalism and are carefully screened and checked against the current CRB (Criminal Records Bureau) and POVA (Protection of Vulnerable Adults) registers.

In house induction for all staff covers the code of conduct, care tasks and responsibilities, service user confidentiality and rights and health and safety, including food hygiene. All care staff follow the Government recognised 'Skills for Care' induction course. This is delivered by Mrs Sue Tookey, the Home's lecturer. Mrs Tookey is an experienced and qualified college lecturer who divides her time between City College in Brighton and Clifden House.

Clifden House is working towards all care staff holding a minimum of NVQ 2 and several staff are working towards NVQ 3 and 4 in care. Both managers have their NVQ 4/RMA awards. All care staff are appropriately qualified to deliver the highest standards of care. New staff must undertake NVQ training and the home utilises regulated in house training and assessment where possible.

Each resident is allocated a member of the care staff to act as a key worker. Key workers are responsible for monitoring, reviewing and co-ordinating the service plans of their residents. Their duties include preparing residents and gathering information for their monthly reviews.

The environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following.

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care.
- Arrange for specialist equipment to be available to maximise residents' independence.
- Provide individual accommodation which at least meets the National Minimum Standards.
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Accommodation

The home has forty-two single and five sharing bedrooms across two floors. Rooms are 100% en-suite and all rooms surpass the minimum standards of the Care Standards Act with regard to size and accessibility. Clifden House has four lounges, a conservatory and several dining areas. In addition the home is supplied with toilet and bathing facilities throughout. All areas are centrally heated. Clifden House has been assessed for service user needs by an occupational therapist.

Whilst service users are encouraged to use these facilities, they may choose to remain in their rooms. Smoking is permitted only by residents in a designated smoking area in the home.

The home also includes kitchen, laundry, storage and break areas for the general use of staff alone.

Service Users

Choice of home

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following.

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide.
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

The home provides long-term care and nursing accommodation for older people 65 years or older diagnosed as suffering from a dementia type illness, most notably Alzheimer's. The home takes up to fifty-two male and female residents. We are also pleased to accept residents for respite and holiday stays.

Admission

Potential service users and representatives are encouraged to visit the home and sample the level of service prior to making a decision with regard to residency. Service users will also receive a visit from a member of the management team prior to admission to assess their suitability for a place at Clifden House. It is vitally important for their care to take place in a home which can fully meet their assessed needs. If, exceptionally, an emergency admission has to be made, we will inform the new resident within forty-eight hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days. A month's trial period is offered in order to ensure that the Home is confident that we can meet the needs of the resident and that the resident, their family and friends are happy for them to stay here.

The range of needs met

The home aims to provide a service for service users with a mild to moderate level of dementia. The home is part registered as a nursing home and does offer nursing care for those assessed residents only. Any registered nurses employed by Clifden House use their skills to train and supervise care staff and to ensure that any care given is to an excellent standard.

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service and the fees charged are dependent on the facility and type of care package required as well as the needs of the individual resident.

Depending on their personal financial situation the resident can either pay the fees privately or receive funding benefits arranged by Social Services. The current funding rules can be complex and

specific advice should be sought from social services or independent specialists and organisations such as the NHFA or Age Concern/Help the Aged.

Included in our fees are fully trained staff in twenty-four hour attendance, a warm, comfortable and secure living space with the latest nurse call and fire alarm systems, all meals and accommodation of special diets, personal washing, manicures and a laundry service,

Not included are dry cleaning, personal toiletries and clothing, visits from the hairdresser and chiropodist and phone calls. There is an option for pocket money to be managed for a service user or for certain items to be recharged to their account.

Meals

We provide a welcoming environment in our dining rooms and ensure that meals are pleasant, unhurried occasions providing opportunities for social interaction as well as nourishment. Meals can also be served in residents' own rooms if desired.

Three full meals are provided each day, there is a regularly changed menu for lunch and the evening meal, residents are always offered a choice at meals and we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks and hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals.

Smoking and Alcohol

The home has a designated smoking area and service users wishing to drink or smoke may require to be supervised.

Arrangements for religious observances

Residents may attend religious services either within or outside the home as they wish. Anglican Communion is held regularly. For services outside the home the resident should where possible arrange for transport and accompaniment with friend or relative. If this is not possible, care staff may accompany residents on specific occasions if staffing levels permit.

Social activities and leisure interests

We attempt to make it possible for our residents to live their lives as fully as possible. In order to facilitate this we will:

- Instigate programmes of activities designed to encourage mental stimulus, self esteem and social interaction with other residents.
- Encourage potential residents to share information about their social, cultural and leisure interests.
- Help residents continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
- Hold musical afternoons, craft sessions, Easter and Christmas parties, entertainers and outings to local landmarks.
- Enable staff to engage in conversation, walks, games, dances and activities.
- We hope that friendships among residents will develop and that residents will enjoy being

part of a community, but there is no compulsion on a resident to join in any of the communal social activities.

The gardens at Clifden House have wheelchair accessible routes and seated areas.

Contact with relatives, friends and representatives

Resident's family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.
- If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.
- The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the Person in Charge who will, if necessary, inform the visitors of the resident's wishes.

Visitors are asked to let the person in charge know of their arrival or departure from the home. For security and fire safety reasons the visitor's book must be signed on each occasion.

Delivery of Care

Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- Produce with each resident, regularly update, and thoroughly implement a service user plan of care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Service user plan of care

At the time of a new resident's admission to the home, we work with the service user, and their friend, relative or representative if appropriate, to draw up a written plan of the care we will aim

to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

Once a month, we formally review each service user's plan, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the service user's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every service user has access to their plan and is encouraged to participate as fully as possible in the care planning process. Family and representatives are encouraged to participate in the resident's daily routine and care plans as far as is practicable and are also encouraged to make their wishes about care known and are welcome to chat with a member of the Care staff if they have any concerns.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following.

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Concerns, complaints and protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following.

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

Medication

All medication is dispensed by the staff. This is purely a health and safety precaution. Whilst some residents may be able to dispense their own medication safely, other residents may walk into their room and ingest it by mistake. As we do not lock rooms and restrict resident access to their rooms, medication is securely locked away in a clinical room for safety and dispensed by staff. Medication is prescribed by a GP and supplied to the Home by a local pharmacist. All residents are welcome to request a visit by their GP in private any time they wish.

Monitoring and Quality

Attention to detail is pivotal to everything we do and Clifden House operates quality systems which monitor all the home's services and procedures. An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, the staff and the service we provide.

We consult residents as fully as possible about all aspects of the operation of the home and the care provided. In particular we obtain feedback from questionnaires, individual and group discussions and evidence from records and life plans. Our objective is always to make the process

of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Bereavement

In the unfortunate event of bereavement family, friends and representatives can expect every possible support from staff.

Arrangements are usually made by the next of kin but home staff can be relied on to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the home then the requisite notice must be given. If a resident temporarily moves out of the Home (e.g. to receive hospital treatment,) the bed is retained and recharged until released by the client. Please speak to the manager for specific details.

Health & Safety

Fire Safety

- The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.
- The home has a modern Fire Alarm System fitted, with exit and emergency notices displayed at strategic points throughout the home as advised by the local Fire Department.
- Staff are instructed during induction training on fire prevention and on fire alarm procedures. Clients are informed of emergency procedures on admission.
- Fire alarms and emergency lighting are tested weekly by staff and quarterly by a qualified engineer
- Fire fighting equipment are tested annually by a qualified fire engineer.
- Where possible furniture, fixtures and fittings must be made of fire-retardant fabrics and materials.
- copies of the home's fire safety policy and procedures are available on request.

Administration & Complaints

Concerns and complaints

The management and staff of the home aim to listen to and act on the views and concerns of service users and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the

matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task. The complainant will then be supplied with a copy of the home's complaints procedure which should enable them to fully action their complaint.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with CSCI.

Family Group

The Home runs and supports a family support group which meets every four to six weeks. This enables people to air their views and to share concerns with people in similar situations to themselves. Living with Alzheimer's or dementia is distressing and they are encouraged to discuss their feelings. We aim to provide as much help as possible to enable them to maintain a good relationship with their relative or friend.